

County of Los Angeles  
**DEPARTMENT OF PUBLIC SOCIAL SERVICES**

12860 CROSSROADS PARKWAY SOUTH • CITY OF INDUSTRY, CALIFORNIA 91746  
Tel (562) 908-8400 • Fax (562) 908-0459



BRYCE YOKOMIZO  
Director

LISA NUÑEZ  
Chief Deputy



Board of Supervisors

GLORIA OLINA  
First District

YVONNE B. BURKE  
Second District

ZEV YAROSLAVSKY  
Third District

DON KNAE  
Fourth District

MICHAEL D. ANTONOVICH  
Fifth District

July 27, 2006

TO: Each Supervisor

FROM: Bryce Yokomizo, Director

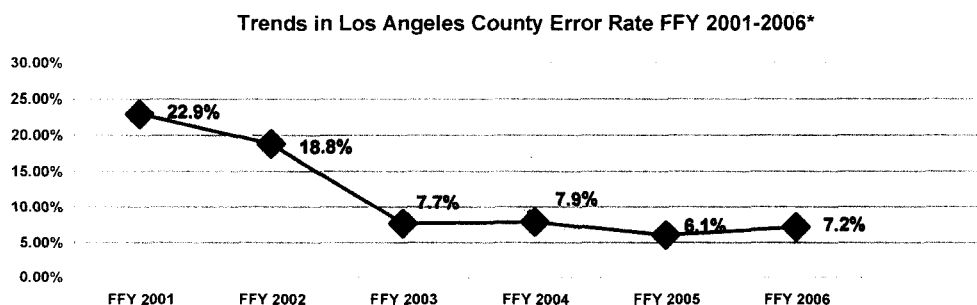
SUBJECT: **BOARD OF SUPERVISORS MOTION: L.A. COUNTY FOOD STAMP  
ERROR RATE PROGRESS REPORT  
(BOARD ORDER #38 – APRIL 24, 2001)**

This is to provide your Board with a quarterly progress report on the Los Angeles County Food Stamp error rate for Federal Fiscal Year (FFY) 2006. Representatives from the Chief Administrative Office have reviewed and concur with the information in this report. Representatives from the Auditor-Controller have reviewed and agree with the FFY 2006 Quality Control (QC) data included in the Error Rate section of this report.

### ERROR RATE

The Department's QC error rate for FFY 2005 (October 2004 through September 2005) is 6.1% as shown on the chart below. However, the final results for FFY 2005 for the County may not be released until July 31, 2006.

The Department's preliminary QC error rate for the first six months of FFY 2006 (October 2005 through March 2006) is 7.2% as shown in the chart below. The results show an increase in the error rate from the prior fiscal year due to a significant increase in participant caused errors. Nevertheless, Food Stamp payment accuracy remains a top priority in the Department.



Sources: State Quality Control System Reports  
\* Preliminary

DPSS continues to monitor internal payment accuracy through audits in each district office. Each office is ranked based on these audits (see attachment). District managers are held accountable for their error rate performance, and this has contributed to improved payment accuracy.

## **NEW INITIATIVES UNDERWAY**

Our Department continues to aggressively pursue corrective action measures to ensure further improvement in the Food Stamp error rate. Corrective actions in progress include the following:

- Provide district staff with listings to identify and correct specific QC error prone areas.
- Develop a quick tips reference guide to assist staff in the correct completion of LEADER screens for specific actions.
- Develop a Food Stamp Resource Guide to assist staff in the implementation of correct policy and procedures.
- Deploy on-site trainers to district offices to provide immediate in-house training.
- Develop a Participant Interviewing Techniques Video to promote more successful interviewing techniques and reduce the participant error rate.

## **FOOD STAMP SANCTION/REINVESTMENT**

In my memo to your Board dated May 31, 2006, I reported that the State was continuing its pursuit to obtain approval for our Computer-Assisted Scanning and Tracking (CAST) System as the County's Reinvestment commitment to fulfill the FFY 2003 sanction settlement agreement. The CAST System expedites the delivery of QR 7 forms to the Eligibility Workers for processing. My Department has been informed that FNS did not approve the CAST project as it had been initiated prior to submission of the Reinvestment Plan. As a result, as recommended by the State, our DPSS Customer Services Center was selected as the alternate activity for Reinvestment.

The Department's DPSS Customer Service Center is designed to enhance the quality of service and improve timeliness of case actions and personal service delivery to participants served by DPSS. All participants throughout the County will have access to a single toll-free telephone number to communicate with the Department, ultimately reducing the number of repeat telephone calls and walk-in traffic to the DPSS district offices. The DPSS Customer Services Center represents a major commitment by the Department to long term error rate reduction in the Food Stamp Program.

I will continue to keep your Board advised with quarterly reports on the Food Stamp error rate.

BY:ps

Attachment

c: Chief Administrative Officer  
County Counsel  
Executive Officer, Board of Supervisors  
Auditor-Controller

**LOS ANGELES COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES**  
**Research, Evaluation and Quality Assurance Division**  
**Quality Assurance Program Review**  
**Agency Only Food Stamp Payment Error Rates by District**

FFY 2006\*\*

	<b>October 2005</b>	<b>November 2005</b>	<b>December 2005</b>	<b>January 2006</b>	<b>February 2006</b>	<b>March 2006</b>	<b>Oct. 2005- Mar. 2006</b>	<b>Position</b>
<b>GR SPECIALIZED DISTRICTS</b>								
Civic Center	0.52%	0.00%	0.00%	0.36%	0.00%	0.42%	0.22%	1
Wilshire Special	0.00%	0.00%	4.36%	0.68%	0.00%	0.39%	0.93%	2
Southwest Special	***	1.44%	1.75%	0.77%	3.56%	2.21%	1.96%	3
South Special	0.32%	0.00%	0.00%	6.72%	6.05%	0.00%	2.20%	4
Rancho Park	3.68%	1.40%	0.74%	0.84%	0.00%	8.92%	2.46%	5
Metro Special	2.28%	1.67%	0.60%	4.23%	6.01%	0.62%	2.51%	6
<b>ALL OTHER DISTRICTS</b>								
Paramount	0.16%	0.66%	0.00%	0.52%	2.06%	0.90%	0.74%	1
Lincoln Heights	0.32%	1.72%	2.21%	0.77%	0.00%	0.00%	0.88%	2
San Gabriel Valley	0.85%	3.19%	0.56%	0.81%	1.65%	1.09%	1.34%	3
Florence	1.11%	0.00%	0.24%	3.70%	1.99%	1.60%	1.47%	4
Norwalk	1.50%	0.49%	3.07%	0.21%	1.65%	2.25%	1.52%	5
El Monte	2.06%	2.19%	3.16%	0.73%	1.40%	0.30%	1.67%	6
Belvedere	3.95%	0.83%	2.74%	1.55%	0.29%	1.14%	1.75%	7
Metro North	1.12%	4.58%	2.93%	0.56%	0.49%	0.43%	1.76%	8
Metro Family	1.93%	1.82%	2.27%	2.14%	2.16%	0.27%	1.78%	9
Glendale	2.29%	4.57%	0.29%	1.71%	0.64%	2.00%	1.92%	10
South Central	2.65%	1.98%	3.14%	1.48%	1.53%	2.03%	2.13%	11
West Valley*	0.72%	3.56%	3.24%	2.55%	1.19%	2.87%	2.37%	12
Metro East	1.60%	4.77%	2.56%	2.03%	1.18%	2.48%	2.42%	13
Cudahy	2.99%	3.30%	1.90%	2.99%	1.17%	2.51%	2.48%	14
Compton	3.51%	2.49%	2.63%	2.82%	2.61%	3.18%	2.87%	15
East Valley*	3.93%	1.64%	4.45%	1.81%	3.18%	3.42%	3.08%	16
Lancaster	2.64%	1.01%	4.11%	4.71%	3.86%	2.78%	3.13%	17
South Family	2.00%	3.51%	2.18%	5.38%	3.41%	2.75%	3.21%	18
Pomona	2.51%	2.71%	5.75%	1.32%	4.33%	3.65%	3.33%	19
Exposition Park	6.37%	3.15%	1.50%	5.95%	5.04%	2.33%	3.96%	20
Southwest Family	2.55%	2.60%	5.30%	5.71%	5.02%	3.13%	4.02%	21
West Los Angeles	7.17%	4.77%	1.68%	2.65%	2.35%	5.68%	4.09%	22
Pasadena	3.95%	1.42%	7.59%	5.38%	5.59%	3.28%	4.49%	23
<b>Total</b>	<b>2.38%</b>	<b>2.31%</b>	<b>2.59%</b>	<b>2.71%</b>	<b>2.58%</b>	<b>2.12%</b>	<b>2.45%</b>	

\* Includes Branch Office

\*\* Preliminary - Second-level disagreements pending for March 2006

\*\*\* Southwest Special District 08 was exempt from the October 2005 QA Audit due to its move